

# Using our assets, activities and offerings to attract and retain workers



Sara Otte Coleman Tourism Director



It's not just a logo, tag line or campaign ...



#### **OBJECTIVES**

- Clarify and evolve North Dakota's current brand architecture
- Strengthen brand communications across all departments and groups
- Help focus story-telling
- Align key messages
- Support a cohesive brand look and feel

We conducted two brand workshops, exploring key attributes, drivers and perceptions around the North Dakota Legendary brand, three important themes emerged.

# THE LAND Place Spirit Resources

North Dakota is one of the last authentic landscapes in America.

An epic, rugged terrain that offers raw and meaningful experiences. A quality of life that calls the resilient and hardy, promising real adventure and bold experiences.

# THE FUTURE Vision Invention Opportunity

An open frontier, rich with diverse industry, resources and opportunities.

This golden prairie offers many paths to legendary fortune and success.

North Dakota is a state focused on ideas, not things.

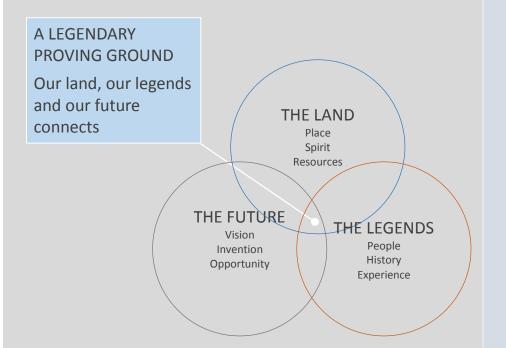
Everyday, emerging challenges and ideas drive a dynamic business environment where companies, communities and people are transformed.

# THE LEGENDS People History Experience

A community shaped by its history, traditions and big dreams, passed on and shared with joy and humility from generation to generation.

A proving ground for past leaders and future explorers.

A place where a young nation first began to find its way, North Dakota is home to a wholesome way of life, with strong connections to the land and the nation's history.



#### **PURPOSE**

To ourselves and ou stakeholders:

A place to be tested.

A place to change fortunes

A place to find courage, perspective and prosperity

#### POSITION

To the market:

North Dakota is one of the last authentic landscapes in America.

A rugged terrain that offers raw and meaningful experiences and opportunities that can change fate and make fortunes.

#### BENEFIT

For Visitors..

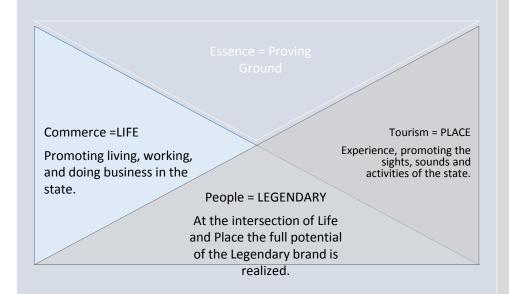
In North Dakota I can do the things I love to do with real ease and pleasure.

#### For Residents.

This land connects me to the values and way of life that makes my home and family strong.

#### For Businesses

This emerging prairie offers diverse opportunity with many paths to legendary fortune and success.



#### DEFENSIBLE

North Dakota offers an abundance of resources, space and accessibility hard to find anywhere else in North America.

#### **DIFFERENTIATING**

Raw and emerging North Dakota offers an open frontier where fortunes are made and lost moment by moment.

#### **DESIREABLE**

Rugged and kind. North Dakota is home to a wholesome way of life, with strong connections to the land and the nations history.



Find the Good Life in North Dakota is a private/public sector funded initiative designed to help solve the greatest challenge facing our business community: workforce development, recruitment and retention.

Building awareness of North Dakota's offerings.

#### Research

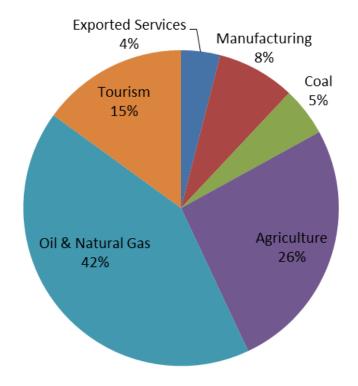
#### Research -356 respondents recently moved to ND

- 1/2 came to be closer to loved ones
- 1/4 came for quality of life
- 1/3 had spent significant time in ND prior to moving
- 2/3 were employed before relocating
- Internet and family and friends were main info sources used



#### Tourism in North Dakota

The state's third largest industry



#### What attracts visitors- entertains residents

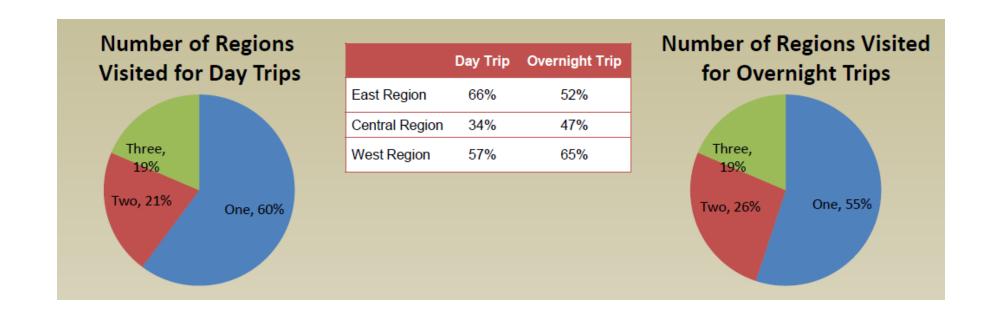


### What do visitors do?

Overnight	Participate	Motivate
Visited a state or national park	46%	34%
Visiting museums	27%	11%
Hiking or backpacking	22%	10%
Sightseeing tour	15%	9%
Camping	10%	7%
Hunting	9%	6%
Motorcycling	7%	6%
Visited Native American sites	20%	6%
Fishing	11%	4%
Overnight	Participate	Motivate
Ate at unique, local restaurants	55%	0%
Visited historical sites	38%	2%
Scenic drive	37%	1%
Shopping	24%	0%
Wildlife watching	18%	2%

Day	Participate	Motivate
Visited a state or national park	44%	31%
Hiking or backpacking	17%	10%
Fishing	15%	8%
Visiting museums	19%	7%
Visited Native American sites	9%	6%
Motorcycling	6%	5%
Camping	9%	5%
Sightseeing tour	13%	5%
Attended a meeting or convention	6%	5%
Mountain climbing	6%	4%
Day	Participate	Motivate
Ate at unique, local restaurants	40%	0%
Scenic drive	36%	2%
Visited historical sites	28%	1%
Shopping	22%	1%
Wildlife watching	17%	0%

## Where do visitors go?



## Techniques- recruit

- Use existing content
- Speak to specific interests
- Address their objectives
- Dispel the Myths
- Refer them to other sources both locally and statewide
  - Findthegoodlifeinnorthdakota.com
  - Ndtourism.com
  - Experience and Legendary social sites

## Leisure Marketing





Unique visits -77% 624,937 +26%

51% are organic visits

#1 referrer to the site is Mobile Facebook





find it now

Things to Do Places to Stay Cities & Regions Maps & Guides Events

Deals

#### High Resolution Photos



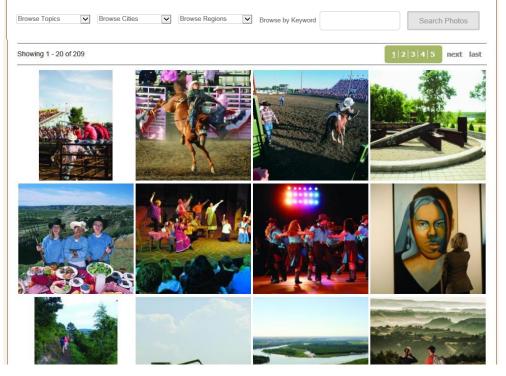


We hope you like the new NDTourism.com. We are currently working to add high resolution photos to this library. We apologize for any inconvenience during the transition, and would be happy to assist you with photo needs beyond what is in this current gallery. You may contact Tourism Division Information Specialist Scooter Pursley for more information on high resolution photo requests.

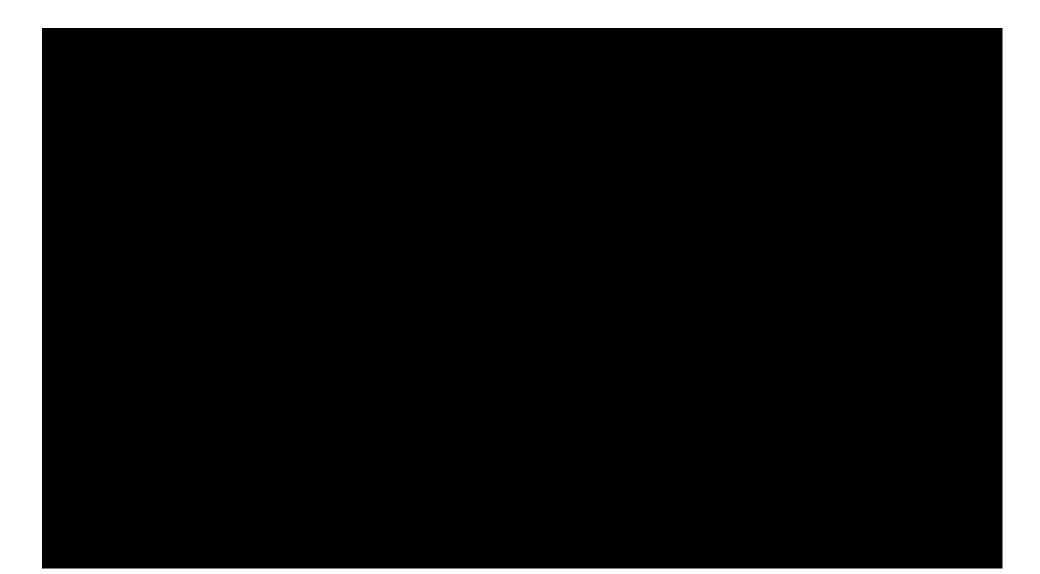
North Dakota Tourism has high-resolution photos available free of charge for your marketing needs. The print-quality photos in this gallery may be used for marketing purposes only, and are not to be used commercially. They are not to be altered in any way without the consent of North Dakota Tourism. Industry partners are asked to make sure the photos used for promotion of their entities are appropriate representations from their areas and are encouraged to caption the photos to assist travelers.

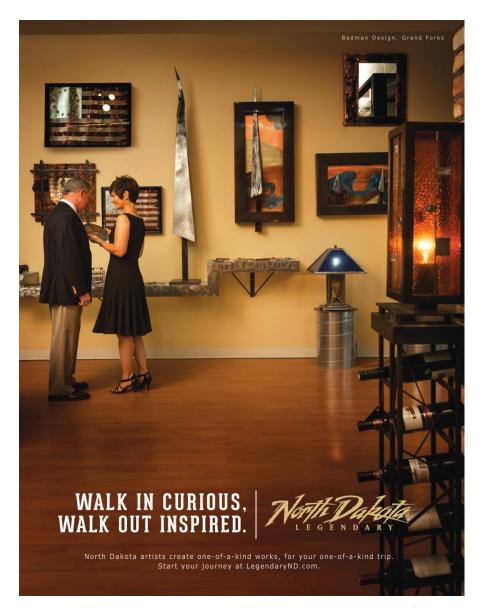
#### How to download:

- · Browse available photographs.
- Complete the <u>media access request form</u>.
- · Receive approval and log-in information for the high resolution photo gallery via email.
- . Log in to the photo gallery.
- Right click on download link to initiate high resolution photo download.
- · Each request is for one-time use only.

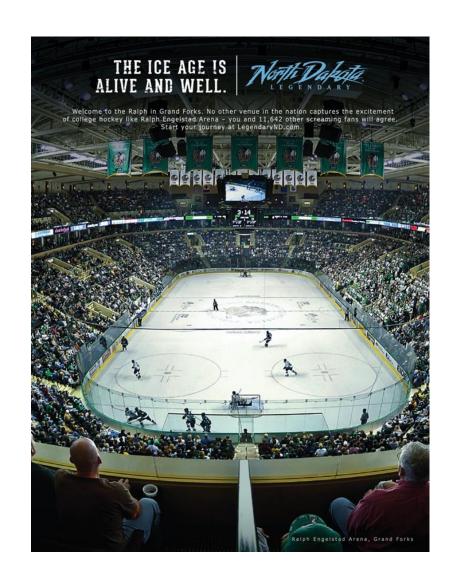


# City Experience



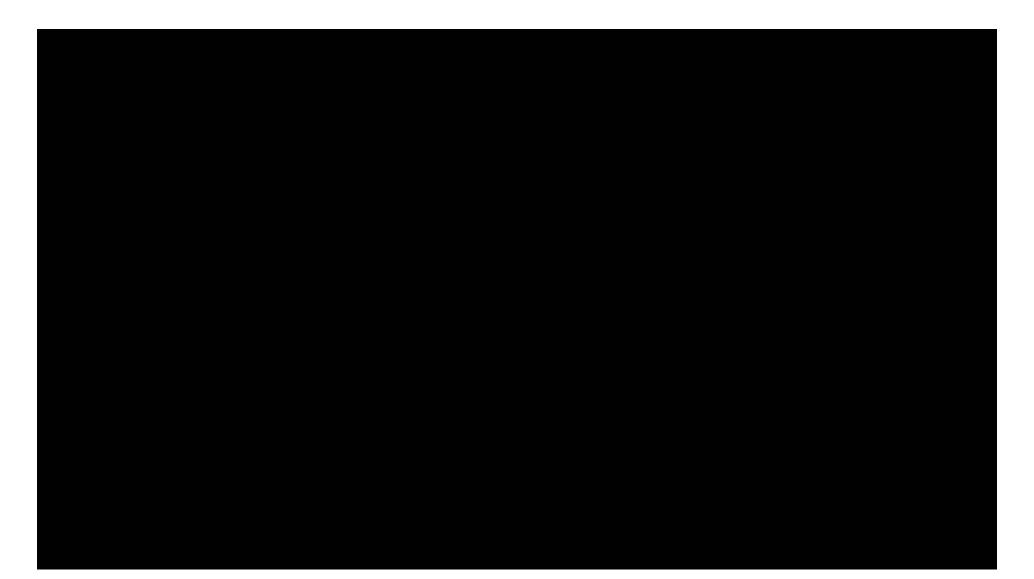




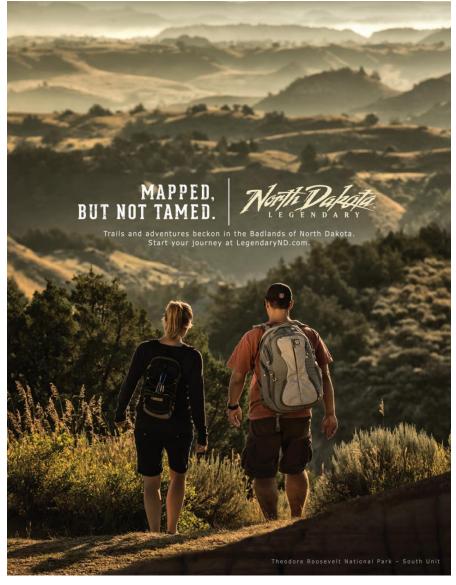




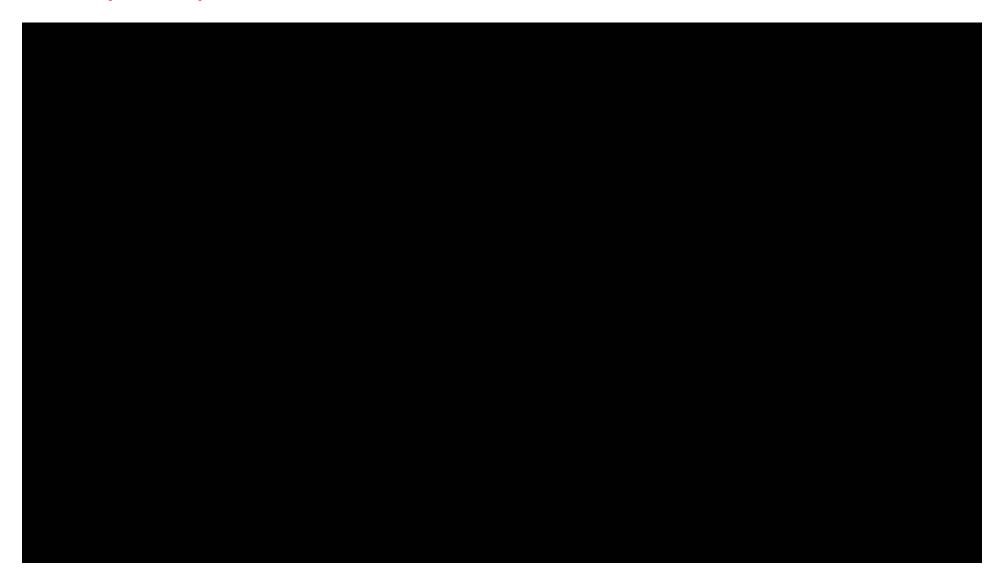
## Legendary Experience



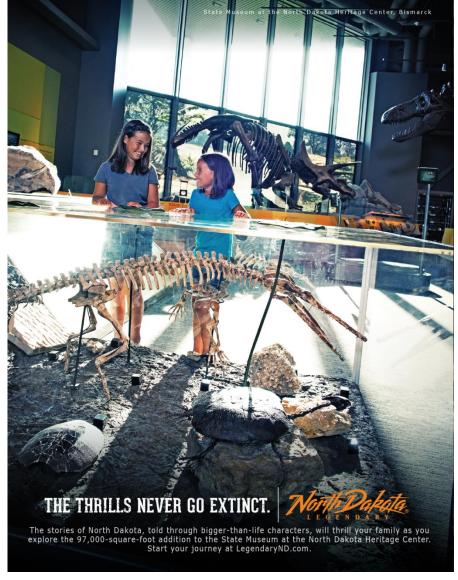




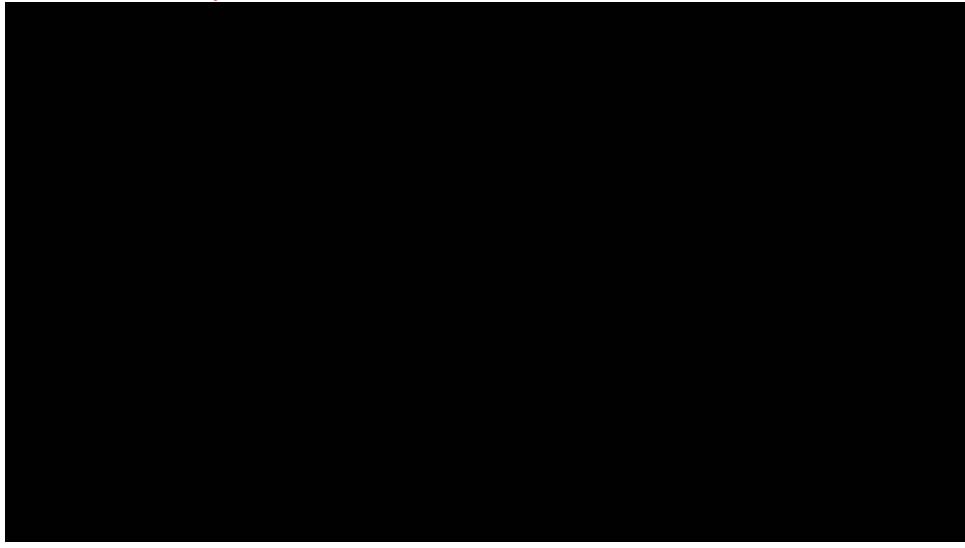
# History Experience

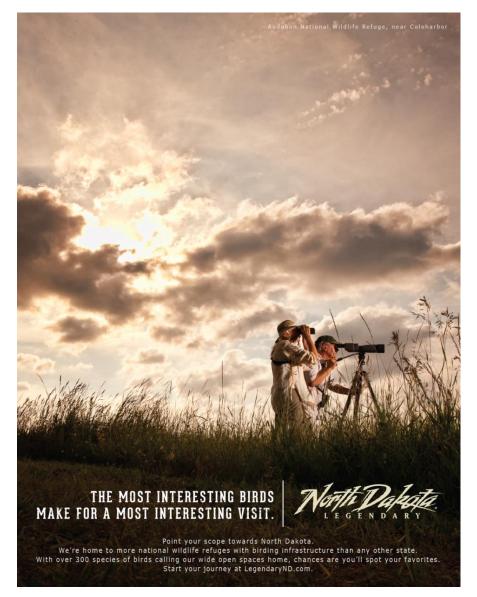


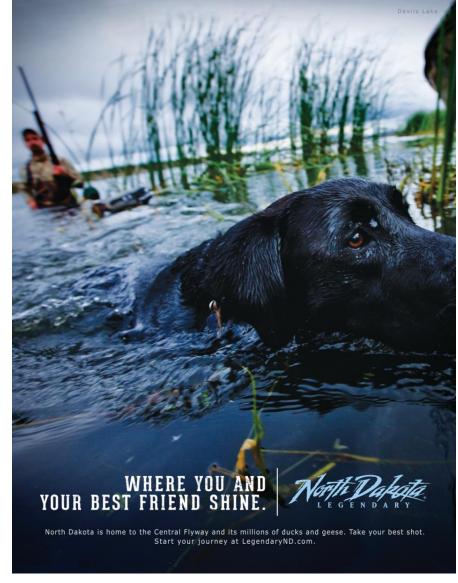


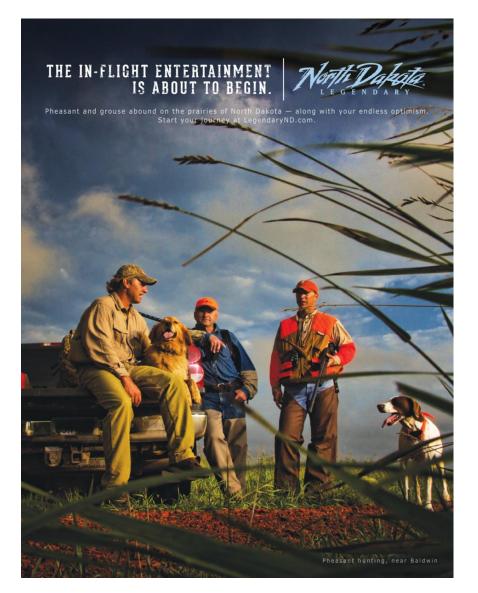


# Outdoor Experience





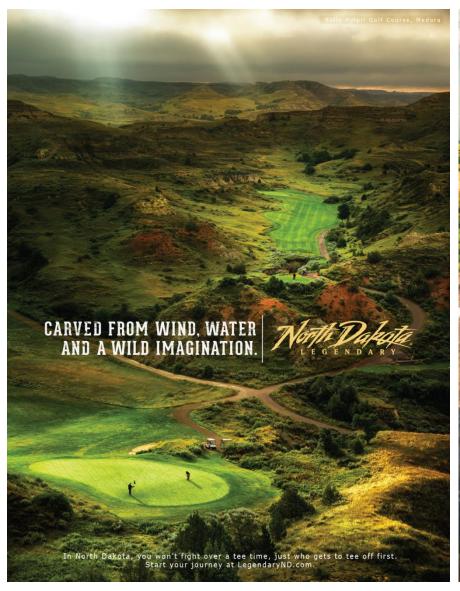


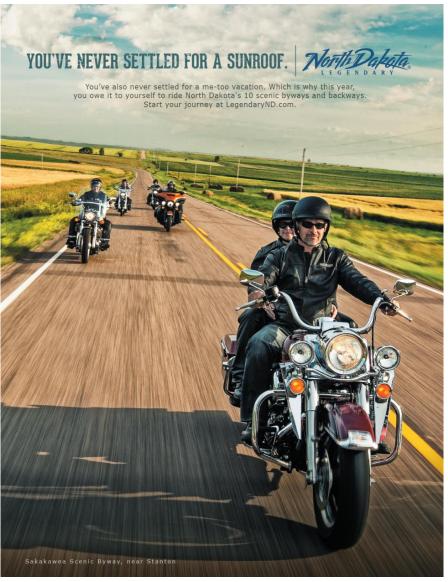


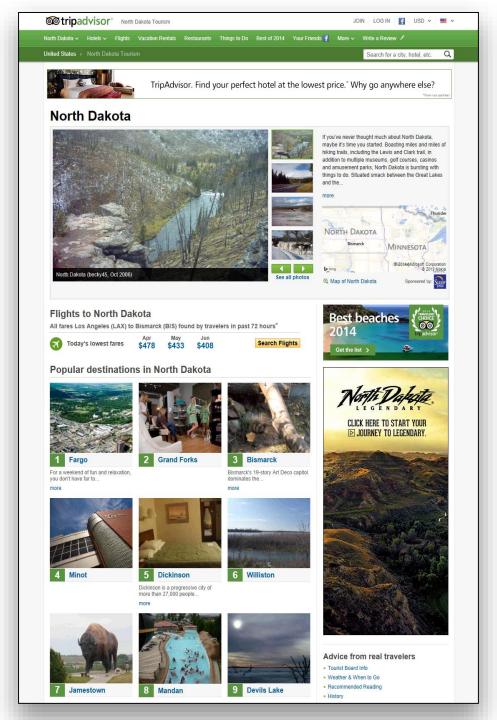


# Golf Experience



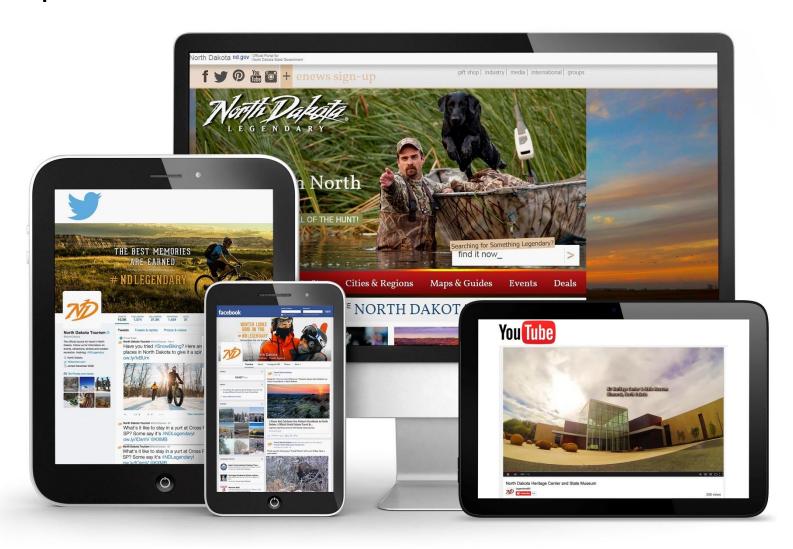




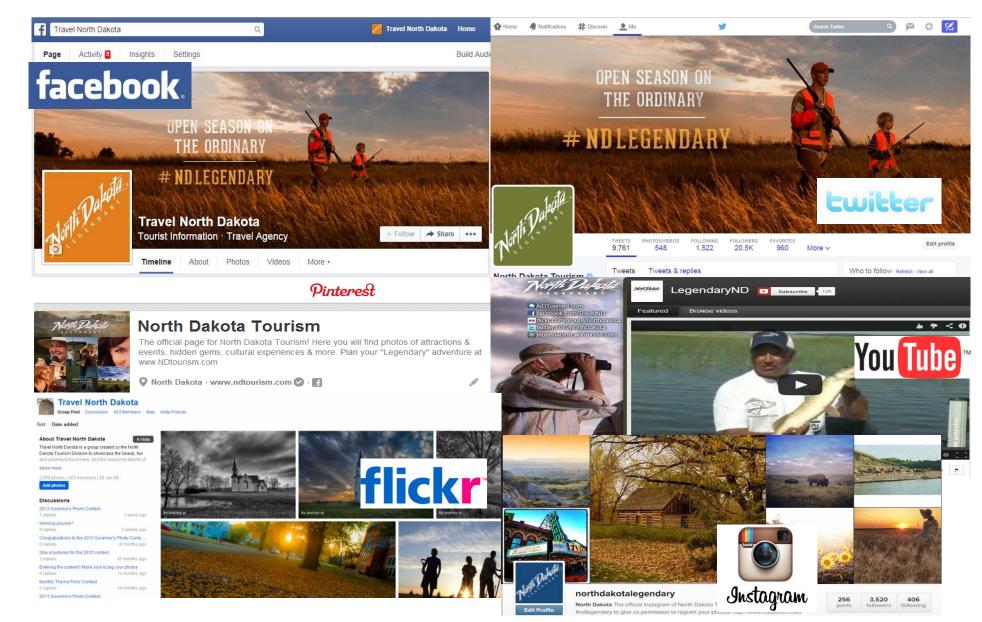


### Online Ads

# Social Media – 82.5 Million Total Impressions



#### Travel North Dakota's Social Networks



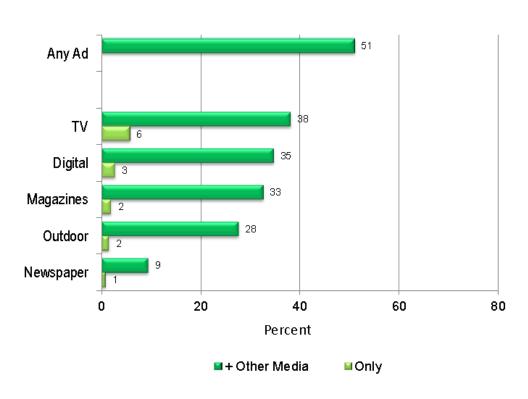
#### **Experience ND Social Networks**

Follow, share & engage with us...



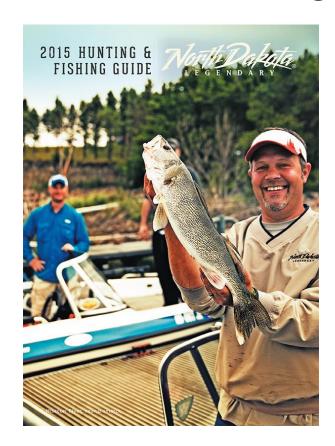
#### Awareness by Media - U.S. Markets

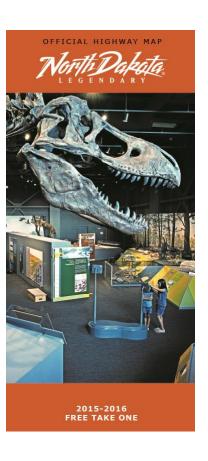


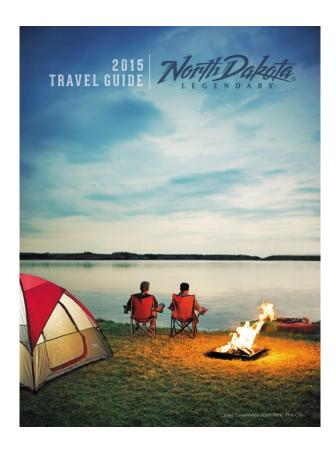


### Visitor Services

- Brochure Distribution
- Travel Counseling







#### NEW to North Dakota

https://www.youtube.com/embed/videoseries?list=PLAMqX2lTDxAR1 WDAqhsS1hfxPwNpASssZ

> https://www.youtube.com/playlist?list=PLAMqX2IT DxAR1WDAqhsS1hfxPwNpASssZ

## Techniques- Retain

- Engage them in the company and community
- Assign Buddies-Welcome Wagon
- Social offerings- specific to their interests
- Community or neighborhood connections
- Who can help?
  - YPs
  - Chambers
  - Community leaders

### Summary

- Know your assets
- Look for relevant content
- Don't recreate what you can borrow
- Focus on the right messages for the right fit Listen
- Respond to connect and keep conversations going Engage
- Make it a priority daily or weekly